

Information about Software Upgrade

All LME and MRC data collection sites should have installed the February 2005 software upgrade. The main NC-SNAP menu should be reporting version 2.1 or 1.2.3a (the version appears in the upper left hand corner of the main menu in the green band). If your NC-SNAP software is not reporting one of these two versions, please contact the NC-SNAP coordinator immediately.

A summary of the notable changes included in the February 2005 NC-SNAP software upgrade is provided below.

- Although the actual three letter codes were not changed, the definitions of some of the DD Support codes shown in the software's DD Support code pull down menu were changed to more accurately define their appropriate use. Consequently, some of the definitions do not currently match those listed on the NC-SNAP form. The new support codes and how they correspond to the codes listed on the NC-SNAP form are shown in the table below. The four codes that appear on the NC-SNAP form are listed first.
- Several new DD support codes were added so that the LME can accurately code persons who are out-of-service (i.e., deceased, refused services, moved to another area program, cannot be located, etc.). **Please note that all persons no longer receiving DD services should be coded with one of these out-of-service codes** (once coded as out-of-service a person will no longer show up on your Consumer List report or your Past Due Assessment report). The out-of-service codes are not listed on the NC-SNAP form because, although the information must be captured in the NC-SNAP database, the NC-SNAP form is not the mechanism to capture this information. LMEs should have procedures in place to communicate out-of-service data to the NC-SNAP data manager. The out-of-service codes are listed in the table below.

| DD Support Code | DD Support Code Description | NC-SNAP Form Description | Definition |
|-----------------|--------------------------------------|--------------------------------------|--|
| INS | In Service | In Service | Use for all clients receiving services |
| SWL | In Service - More Services Requested | Waiting List (insufficient services) | Use for all clients who are in service, but waiting for additional services (e.g., a client who is in a day program, but waiting for CAP services) |
| WLN | None - Needed Services not Available | Waiting List | Use for clients who are waiting for services that are not available (i.e., not receiving any services) |
| FCN | None - Service Determination Pending | First Contact | Use only for clients who are in the screening process who have not yet |

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| | | | been placed in any services. Once placed in service, an updated NC-SNAP should be administered and the DD support code updated to reflect the new status. |
| DEC | None - Deceased | | Change the DD support code in the NC-SNAP database when the client passes away. |
| MOS | None - Moved Out of State | | Change the DD support code in the NC-SNAP database when the client moves out of state. |
| MAP | None - Moved to Another Area Program/LME | | Change the DD support code in the NC-SNAP database when the client moves out of your LME's catchment area. |
| NRC | None - No Longer Receiving Services | | Change the DD support code in the NC-SNAP database when client is no longer receiving services for an undetermined reason |
| RFS | None - Refused Services | | Change the DD support code in the NC-SNAP database when the client refuses all services. |
| UTL | None - Unable to Locate | | Change the DD support code in the NC-SNAP database when the client is not receiving services because he or she cannot be located. |

- A feature was added to ensure that changes to the DD Support code transmit with just a regular send (i.e., a "send all" records should not be required to get edits to the DD Support code to transmit to the state database).
- Several new reports were added to the reports section of the NC-SNAP program, including:

| Report Name | Definition | DD Support Codes Included in Report |
|-------------------------------|---|-------------------------------------|
| Receiving Services | Lists all active clients | INS, SWL |
| Inactive Clients | Lists all clients who are not receiving services | MAP, MOS, NRC, DEC, UTL, RFS |
| Past Due Assessments | Lists all clients who are overdue for their annual NC-SNAP assessment (i.e., more than twelve months since the last NC-SNAP assessment was completed) | INS, SWL, FCN |
| Assessments Pending | Lists all clients who are due for their annual NC-SNAP assessment in the next 30 days | INS, SWL, FCN |
| Needed Services Not Available | Lists all clients who are waiting for services | WLN |

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| Service Determination Pending | Lists all clients who have had contact with the LME, but services have not yet been determined | FCN |
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Please note that the DD Support codes included in a particular report are shown in the DD Support Criteria block on the right hand side of the screen as shown. Custom reports can be made by selecting the desired DD Support code from the pull down menu under DD Support. Multiple codes can be selected. To clear the DD Support Criteria, hit Clear DD (play around with it).

- The **Past Due Assessments** report lists all of the assessments that are over twelve months old (past due). This report was added to allow the LME to actively monitor for overdue NC-SNAP assessments and take corrective action to remain in compliance with the state's requirement to submit annual NC-SNAP assessments on all persons receiving DD Services.